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(71) Applicant: **TOKYO ELECTRIC POWER CO
 INC:THE MEIDENSHA CORP**

(72) Inventor: **SATO KAZUO
 SHIRATORI TAKEO
 SAWADA YOSHIMASA
 HARA HIROSHI
 SUZUKI HARUO
 MATSUURA YOSHIHIRO**

(54) **CONTACT JOB SUPPORTING SYSTEM**

(57) Abstract:

PROBLEM TO BE SOLVED: To provide a contact job supporting system for surely and easily performing the contact job of an electric facilities such as a substation and a spot to be managed.

SOLUTION: In the electric facilities B, a portable telephone 3 by which an entering/exiting worker connects a line with the spot to be managed A is prepared. In the spot to be managed, a voice response system 2 provided with the bidirectional conversion function of character information and voice information and a line control function capable of connecting the line with the portable telephone and a contact job supporting device 1 provided with a man machine interface and a character information processing function are prepared. Contact/responses from the portable telephone to the spot to be managed are converted to the character information in the voice response system and recognized and recorded and the contact/responses by the character information from the spot to be managed to the portable telephone

are converted to the voice information in the voice response system and contacted/responded to the portable telephone.

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